

1997-99 Performance Progress Report

For Quarter Ending June 1999

Agency 160

Office of Insurance Commissioner

Mission

To protect the public interest and promote a fair insurance marketplace by regulating the industry, advocating for consumers, and educating the public.

Strategy To reduce fraud, misrepresentation, and unfair practices by regulating the marketing of insurance products.

Performance Measure Number of market conduct examinations, sales practice investigations, and financial audits completed.

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	152	152	152	152	152	152	152	152
Actual	167	149	118	174	153	173	130	130
Date Measured		12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	6/30/99

Quarter 6 Comment 173 represents 157 examinations closed this quarter, plus an additional 16 from the 5th quarter that were inadvertently omitted.

Strategy To maintain available and affordable insurance coverage by reviewing proposed insurance rates and coverage contracts.

Performance Measure Number of rate and contract filings processed.

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	5,900	5,900	5,900	6,000	6,000	6,000	6,000	6,000
Actual	5,800	5,900	6,038	5,907	5,594	6,665	7,013	4,591
Date Measured		12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	6/30/99

Performance Measure Percentage of rate and contract filings reviewed within 30 days.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	75%	75%	75%	75%	75%	80%	80%	80%
Actual	79.8%	74.4%	75.9%	84.7%	79.1%	82.9%	80.6%	86.8%
Date Measured		12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	6/30/99

Strategy To minimize the likelihood of insurer insolvency by monitoring the financial status of insurance carriers.

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Performance Measure Number of financial examinations of insurers completed.

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	4	4	4	4	4	4	4	4
Actual	0	6	14	2	3	0	2	1
Date Measured		12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	6/30/99

Performance Measure Number of domestic insurer's financial statements analyzed.*

* A "domestic" insurer is one formed under the laws of Washinton state.

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	126	126	126	126	126	126	126	126
Actual	111	144	110	123	128	126	126	132
Date Measured		12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	6/30/99

Strategy To ensure that consumers obtain fair treatment from carriers and get the coverage their contracts promise.

Performance Measure Amount recovered for consumers as a result of intervention.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	\$2,400,000	\$2,000,000	\$3,050,000	\$3,050,000	\$2,600,000	\$2,575,000	\$3,050,000	\$3,050,000
Actual	\$2,467,420	\$2,047,273	\$1,624,105	\$3,443,136	\$1,719,924	\$2,516,916	\$2,434,343	\$3,707,441
Date Measured		12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	6/30/99

Quarter 3 Comment

There was no prior statistics to go by so educated guess was made based on total dollar recovery at that time. Dollar recovery is totally based on the types of complaints we get and we have no control over it -- it will fluctuate from quarter to quarter.

Performance Measure Number of consumer inquiries received and answered.

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Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	73,000	73,000	73,000	70,000	84,000	75,000	73,000	70,000
Actual	82,645	74,608	75,681	87,286	69,922	93,476	80,460	73,370
Date Measured		12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	6/30/99

**Quarter 7
Comment**

80,460 represents 70,078 consumer inquiries this quarter, plus an additional 10,382 from the 6th quarter that were inadvertently omitted.